

PADUA COLLEGE OF COMMERCE AND MANAGEMENT
I Internal II Semester I BCom February 2020
Human Resource Management Total Marks: 60

I. Answer any two of the following questions

2X 6= 12

1. Write the different methods of Job analysis?

The different methods of Job Analysis are:

- Job performance
- Personal observation
- Interview method
- Questionnaire method
- Critical incidents
- Log records
- checklist

2. Write a note on HRIS

HRIS is a system for collecting, storing, maintaining, retrieving and validating the data needed by an organisation about its human resources.

The advantages of HRIS are:

- Clear definition of goals
- Reduction in the amount and cost of stored HR data
- Availability of timely and accurate information
- Development of performance standards
- Career Planning and counselling
- Implementing of training programmes

3. Explain the changing role of the HR Manager

The changing role of HR Manager is:

- As a specialist
- As a information source
- As a controller
- As a counsellor
- As a mediator
- As a spokesperson
- As a problem solver
- As a change agent

II. Answer any two of the following

2X 12=24

4. What is HRM? Explain the significance of HRM

HRM is the process of achieving the best fit between individuals, jobs, organisations and the environment

I. At the enterprise level

- Help in attracting and retaining the required talent
- Helps in training people
- Extra ordinary work from ordinary people
- Winning co-operation
- Healthy employer employee relations
- Adopt technological and other changes

II. At the individual /professional level

- Promotes team work
- Growth opportunities
- Work with diligence and commitment
- Satisfies psychological need

III. At the society level

- Employment opportunities multiply
- Rare talents are recognised
- Maintains balance between the jobs available and job seekers
- Sound personnel policies
- Eliminates waste of HR
- Provides fringe benefits

IV. At the National level

- Growth and development of nation
- Efficient utilisation of the resources
- Country will progress in the right direction
- Economic growth

5. Explain the evolution and development of HRM

- Industrial Revolution Era (19th century)
- Trade union Movement Era (Close to 19th Century)
- Social Responsibility Era (Beginning of 20th Century)
- Scientific Management Era (1900- 1920s)
- Human Relations Era (1930-1950)
- Behavioural Science Era (1950-1960)
- Systems and Contingency approach Era(1960 onwards)
- HRM Era (1980 onwards)

6. What is BPO? Explain the benefits and drawbacks of BPO

BPO is a method of sub contracting various business related operations to third party vendors.

The various advantages of BPO are:

- Focus on core competency
- Reduction in costs
- Increase in efficiency of business process
- More employment generation
- Focused teams help in solving problem

The various drawbacks of BPO are:

- Overdependence on third party vendors
- Lack of complete knowledge of product leading to customer dissatisfaction
- Less focus on quality

III. Answer any one of the following questions

1X 24=24

7. Explain the different functions of HRM

HRM is the process of achieving the best fit between individuals, jobs, organisations and the environment

The functions of HRM are:

I. Managerial Functions

1. Planning
2. Organising
3. Directing
4. Controlling

II. Operative Functions

1. Procurement function

- a. Job analysis
- b. HR Planning
- c. Recruitment
- d. Selection
- e. Placement
- f. Induction / Orientation
- g. HR development function

2. HR Development Function

- a. Performance appraisal
- b. Training
- c. Executive development
- d. Career Planning and Development
- e. Internal Mobility

3. Compensation Functions

- a. Job Evaluation
- b. Wage and salary administration
- c. Incentives
- d. Bonus
- e. Fringe benefits
- f. Social Security Measures

4. Human Relations

- a. Motivation
- b. Job satisfaction
- c. Grievance and redressal
- d. Collective Bargaining
- e. Communication
- f. Quality of work life
- g. Quality circles
- h. Conflict Management
- i. Employee Discipline

8. What is Job analysis? Explain the process and advantages of job analysis

Job analysis is the process of studying and collecting information relating to the operations and responsibilities of a specific job.

The advantages of the Job analysis are:

- Helps in Organisation design
- Helps in HRP
- Helps in recruitment and Selection
- Helps in Placement and orientation
- Helps in training and development
- Helps in performance appraisal
- Helps in Career path planning
- Helps in job design
- Helps in job evaluation
- Maintains labour relations
- Helps in employee counselling
- Promotes health and safety

The process of Job Analysis

- Organisation analysis
- Organising job analysis program
- Selection of representative position to be analysed
- Collection of job analysis data
- Developing a job specification
- Developing employee specification